

How to Attend Your Hearing, or Meeting, Remotely

Child Support Services will provide you information on how to join the hearing or meeting by phone or video. This page provides instructions to join by phone or video.

Telephone

Call the phone number given to you and put in the meeting ID and password. Then, you will be connected to the hearing or meeting.

Video

If you choose to use video, the invitation to your hearing or meeting has links to connect your device. The best thing to do is plan ahead. Decide how you want to join the meeting: with a laptop, a tablet, or a smartphone. Make sure your device is ready ahead of time to join your meeting.

Scopia Video Meetings

The emailed invitation to your hearing or meeting has links in the bottom section. When you select the link under “**Desktop/Mobile Link**” the required software will be installed on your device.

Use your smartphone or tablet

To use a smartphone or tablet, go to Apple App store or Google Play store. Search for:

“Avaya Scopia Mobile – by Radvision”



Install the app, but do not open it. Instead, click on the link provided in the emailed invitation to your video meeting, under “Desktop/Mobile Link”.

Use your laptop or desktop computer

To manually install the required software, download this file:

<http://downloads.ucanytime.com/latest/ClientInst.exe>

If you use a MAC, download and install this file:

<http://downloads.ucanytime.com/latest/ClientComponents.dmg>

Zoom video meetings

There are many ways to join a Zoom meeting. Before joining on a computer or mobile device, you can download the Zoom app from their Download Center: <https://zoom.us/download>. Detailed instructions are available at this Zoom website: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>.

Scanning and emailing documents

Documents can be scanned and emailed to the office by using your mobile device. These documents will be shared with others during your settlement conference or hearing. Please provide all documents at least 20 days before the hearing. Instructions can be found at these websites.

Apple (smartphones):

<https://support.apple.com/en-us/HT210336>

Androids:

<https://support.google.com/drive/answer/3145835?co=GENIE.Platform%3DAndroid&hl=en>

Detailed Instructions

Child Support Services has articles available to demonstrate typical installations.